

Ref. 9.1

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the JONESVILLE Post Office on 08/17/2011. Additionally, during the survey period, questionnaires were available at the JONESVILLE Post Office to walk-in retail customers.

1. **Number of Questionnaires**

Total Questionnaires distributed	111
Favorable to proposal	0
Unfavorable to proposal	22
Expressing no opinion	21
Total questionnaires received	43

RECEIVED

2011 DEC 27 P 1:48

POSTAL REGULATORY
COMMISSION
OFFICE OF THE SECRETARY

Ref 9.2

Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

1. Concern (UnFavorable):
Customers felt inclement weather and poor road conditions might impede delivery.
Response:
Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
2. Concern (UnFavorable):
If you cut out the television commercials wouldn't that save you money.
Response:
No these commercials actually make us money.
3. Concern (UnFavorable):
Customer suggested reducing/alternating the number of hours the post office operates.
Response:
Hours are determined by the workload at the post office.
4. Concern (UnFavorable):
The existing Post Office is safe and out of the weather. It is also a community meeting place.
Response:
A VPO is not an exact replacement for a Post Office but it could serve as a meeting place.
5. Concern (UnFavorable):
Customer expressed a concern that they requested and were denied rural delivery service.
Response:
There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel. If you have applied for and been denied an extension, you may wish to contact your local magistrate or other county official to determine if they can bring your road up to these standards. At that point, you may reapply for delivery.
6. Concern (UnFavorable):
Customers suggested cutting management positions from the top down instead of taking services away from customers.
Response:
The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.
7. Concern (UnFavorable):
A Representative for Congressman Loie Gohmert spoke to the customers. Several customers made their own statements. The Road Commissioner also spoke.
Response:
We asked them to give us their comments in writing.
8. Concern (UnFavorable):
Customer expressed a concern about mailbox vandalism.
Response:
This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Customers should report mailbox vandalism to the county sheriff.
9. Concern (UnFavorable):
Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.
Response:
Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
10. Concern (UnFavorable):
Jonesville is not a major contributor to the problems of the USPS>
Response:

Ref 9.3

Post Office have to operate in accordance with workload Jonesville earns only 2.2 hours per day.

11. Concern (UnFavorable):
What is the timeline for a decision.

Response:

This is only a study at this time, but if the timeline continues as scheduled, a final decision could be made by mid November.

12. Concern (UnFavorable):
Customers were concerned about obtaining services from the carrier.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail-acceptance. This includes stamp sales, package pick up, special services and money order sales.

13. Concern (UnFavorable):
Customers asked about delivery of their mail.

Response:

We told them rural delivery would be established. Also we gave them information about a VPO.

14. Concern (UnFavorable):
Customers asked if this office could be made into a NPU. Delivery site with no retail.

Response:

We would investigate the cost.

15. Concern (UnFavorable):
Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

16. Concern (UnFavorable):
Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

17. Concern (UnFavorable):
Customer voted with a show of hands on who wants the office to stay open and who wanted it closed.

Response:

Everyone attending wanted to keep Jonesville open.

18. Concern (UnFavorable):
Customers asked if reducing the rent and the hours of operation would make up for lost revenue.

Response:

Dr. Vaughan provided us with a revised budget reducing the rent by half. This document will be attached.

19. Concern (UnFavorable):
Customers were concerned about a possible address change.

Response:

Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

Nonpostal Concerns

1. Concern (UnFavorable):
Customer expressed a concern about leaving money in the mailbox.

Response:

A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

2. Concern (UnFavorable):
Customers expressed concern for loss of community identity.

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the community name in addresses. However, to ensure effective and regular service, the ZIP Code will change. For the customers that choose rural delivery.

3. Concern (UnFavorable):
Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much

Ref 9.4

money was spent in the larger cities.

Response:

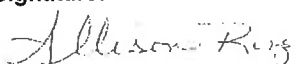
Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

Ref 9.5

Discontinuance Feasibility Study Survey

1. Retail Facility Name: Jonesville Post Office		2. State and ZIP + 4 Code®: TX 75659-9998	
3. Facility Information			
a. Provide specific information about the facility, including structural defects, safety hazards, lack of running water or restrooms, and security issues. Include facility servicing documentation for all structural defects and safety hazards.			
None reported			
b. Is the facility accessible to persons with disabilities?		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
4. Community Information			
a. Local government provided by: Harrison County			
b. Police protection provided by: Harrison County Sheriff Department Marshall Texas			
c. Fire protection provided by: Waskom Fire Department and Marshall Fire Department			
d. Is the retail facility a state or national historic landmark?		<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
e. Are there special historic events related to the community?		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
If answer to 4e is "Yes," explain:			
TC Lindsey and Company will celebrate it's 165th anniversary in 2012.			
f. Describe the geographic and economic makeup of the community (retirees, commuters, farmers, etc.). Provide information on population and business activity trends.			
10% Farmers, 3% Rancher, 40% Oil and Gas Industry workers, 25% retirees, 2% Students, 10% small businesses, 2% students, 10% employed			
g. Provide the names of schools in the service area.			
none			
h. Provide the names of religious institutions in the service area.			
none			
i. Provide the names of organizations in the service area, including nonprofit organizations.			
Organizations include Jonesville Foundation and Concord Cemetery Association			
j. Provide the names of businesses in the service area, including small and home-based businesses.			
T.C. Lindsey and Company, Waskom Fire and Safety, Frazier Farms, Circle C Oil Fields, Big Bluff Land Manangement, River 8 Farms, Caddo Farms, Arkla Tex Corrosion, Jac Dillard Farms, Rock Win Ranch, Van R Winn Proprietor. Oil and Gas Industry is the prominent business in this area.			

Ref 9.6

5. Retail Information	
a. Does the facility have an APC?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
b. Does the facility have a DDU drop?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
c. Does the facility have a FedEx drop box?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
d. Is the facility a Postal One! site?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
If the facility is a non-Postal One! site, attach a copy of PS Form 25, <i>Trust Fund Account</i> , and PS Form 3609, <i>Record or Permit Imprint Mailings</i> , for current permit mailers.	
6. Delivery Information	
a. Number of customers who receive duplicate delivery service: 0	
b. Approximate time of day the carriers begin delivery to the community: 11:00	
c. Describe how the mail is received and dispatched. Highway Contract Driver	
d. List potential CBU/parcel locker sites and their distance from the facility. None	
7. Administrative Office Information	
a. Facility Name: Waskom Post Office	b. State and ZIP + 4 Code®: TX 75692-9998
c. Number of miles from the facility under study: 5.0	
8. Nearest Office Information	
a. Facility Name: Waskom Post Office	b. State and ZIP + 4 Code®: TX 75692-9998
c. Number of miles from the facility under study: 5.0	
9. Other Information	
a. Do Postal Service employees offer assistance to senior citizens?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
b. Do Postal Service employees offer assistance to handicapped citizens?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
c. If the answer to 9a or 9b is "Yes," what provisions can be made for these services if the facility is discontinued? These services can be provided by the Waskom Post Office located 5 miles away.	
d. List the non-postal services provided by the facility. Include items such as public bulletin board, school bus stop, community meeting location, voting place, and government form distribution center. None	
e. If mail theft or vandalism has been reported to the Postmaster/OIC, describe the situation reported. None	
10. Photos of Facility	
Provide digital photos of the facility. Include photos of front, back, full property view, and additional structures on the property.	
PREPARED BY:	
Printed Name: Allison Rizan	Title: PO Discontinuance Coordinator
Signature: 	Date: 11/04/2011

Ref. 9.7

Jonesville Post Office Discontinuance Financial Summary				
Investment Facilities				
	Existing	Proposed	Total Cost	
Construction/Renovation	\$ 0	\$ 0	\$ 0	

Existing & Proposed Facilities				
	Existing	Proposed	1st YR Operating Saving	10 YR Operating Saving
Building Maintenance	\$ 0	\$ 0	\$ 0	\$ 0
Utilities	\$ 1,274	\$ 0	\$ 1,274	\$ 9,472
Transportation	\$ 0	\$ 0	\$ 0	\$ 0
EAS Craft & Labor	\$ 23,651	\$ 0	\$ 23,651	\$ 254,288
Contracts	\$ 0	\$ 0	\$ 0	\$ 0
Rent	\$ 3,600	\$ 0	\$ 3,600	\$ 26,442
Total			\$ 28,525	
First Full Year Savings			\$ 28,525	
POD 10YR NPV				\$ 226,471
ROI				0 %

Ref 9.8

IV. ECONOMIC SAVINGS

The Postal Service estimates a ten year savings of \$ 246,701 with a breakdown as follows:

Building Maintenance	\$ 0
Utilities	\$ 9,472
Transportation	\$ 0
EAS Craft & Labor	\$ 254,288
Contracts	\$ 0
Rent	\$ 53,942
Relocation One-Time Cost	\$ 0
Total Ten Year Savings	\$ 246,701

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Jonesville, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Waskom Post Office, located five miles away.

The 1 PMR(s) assigned to this unit may be separated from the Postal Service. The mail volume has declined. Effective and regular service will continue to be provided by rural route service.

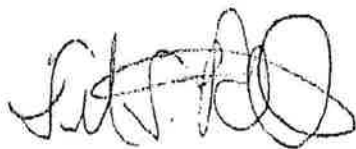
The Jonesville Post Office provided delivery and retail service to 111 PO Box or general delivery customers and no delivery route customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$ 246,701 over the next ten years. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Jonesville Post Office and Waskom Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



08/23/2011

FRANK RICHARDS
Manager, Post Office Operations

Date

Ref 9.9

Section IV

Economic Savings

Ten Year savings as follows:
Total ten year savings
Cost of relocation

case changed
to 3,600.
Annually
10 yr 226,471

\$ 246,701
~~\$ 246,701~~ AR

Section V

Other Factors

The Postal Service has identified no other factors for consideration (if appropriate).
List other factors as appropriate.
Other factors when replacement service is a CPU.

Section VI

Summary

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

Section VII

Notices

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By:

ARyan

8/23/2011

Investigative Coordinator

Date

Reviewed and Certified By:

Allison Ryan

8/23/2011

District PO Review Coordinator

Date

Ref 9.10



OIC/POSTMASTER

SUBJECT: JONESVILLE Post Office

Enclosed are questionnaires addressed to customers of the JONESVILLE Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 08/27/2011 for further review.

Allison Rizan

Allison Rizan
Post Office Review Coordinator
Enclosures

Ref 9.11

Post Office have to operate in accordance with workload Jonesville earns only 2.2 hours per day.

11. Concern (UnFavorable):
What is the timeline for a decision.
Response:
This is only a study at this time, but if the timeline continues as scheduled, a final decision could be made by mid November.
12. Concern (UnFavorable):
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3. Concern (UnFavorable):
Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much

Ref 9.12

The following excerpts were taken directly from the INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE JONESVILLE, TX POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE as posted in the lobby of the Jonesville, Texas Post Office beginning on August 23, 2011.

"...The revenue and/or the volume this office has been in steady decline over the past several years."
 "...Revenue has seen a slight increase over the last several years. The revenue trend is as follows:
 FY 07 \$15,783, FY 08 \$17,781, FY 09 \$18,816, and FY 10 \$25,120." (Refers to Fiscal Years 2007 – 2010.)

<u>Jonesville Post Office Discontinuance Financial Summary...</u>				
	Existing Facilities	Proposed Facilities	1st Year Operating Saving	10 Year Operating Saving
Building Maintenance	0	0	0	0
Utilities	\$ 1,274	0	\$1,274	\$9,472
Transportation	0	0	0	0
EAS Craft & Labor	\$23,651	0	\$23,651	\$254,288
Contracts	0	0	0	0
Rent	\$ 7,344	0	\$ 7,344	\$ 53,942
		Total	\$32,269	POD 10YR NPV \$246,701

Jonesville Postal Patron's Comments on Proposal to Close Jonesville Post Office:

The above sentences are in direct conflict with one another. Revenue cannot be in both "steady decline" and "slight increase." A mistake has been made.

The stated revenue trend shows an increase in revenue by the Jonesville Post Office of \$9,337 or 59% over a period of three years. This Post Office should be commended and celebrated for such an increase!

The above Financial Summary considers only expense, not revenue. It presents only one half of the financial position of this office. In addition, there are some errors in this summary. The clerk at this Post Office does not make the amount shown.

An offer has been made to reduce the building rent by 50% to \$3,600 per year. That offer has not yet been accepted.

I propose the following changes to make the Jonesville Post Office financially viable:

- Accept the offer to reduce rent to \$3,600 per year.
- Reduce M-F service to 8:30 am – 2:00 pm; eliminate Saturday service.
- Show actual rate paid to Jonesville's Postal Worker.
- Consider increasing box rent to increase revenue.
- Apply Jonesville Post Office Revenue to operation of Jonesville Post Office.

Revised Budget for Jonesville Post Office

Annual Expense

Utilities	\$1,274
Wages	\$17,051
Rent	\$3,600
Total expense	\$21,925

Ten Year Profit \$31,950

Annual revenue \$25,120

Profit \$3,195

Proposed by Pat Vaughan
 P. O. Box 83
 Jonesville, TX 75659

Ref 9.13

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code: JONESVILLE, TX, 75659-9998
EAS Level: 11
District: DALLAS PFC
County: HARRISON
Congressional District: 1
Proposal: ☒ Close ☐ Consolidate
Reason For Proposed: retired
Alternate Service Proposed: Rural Route Service
Customers Affected:
Post Office Box: 111
General Delivery: 0
Rural Route: 0
Highway Contract Route (HCR): 0
City Route: 0
Intermediate Rural: 0
Intermediate HCR: 0
Total number of customers: 111

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
02/29/2008	Postmaster vacancy occurred. Reason: retired PM: Career: 0 Noncareer: 1 Other Employees: 0
08/04/2011	District manager authorization to study.
08/17/2011	Questionnaires sent to customers. Number sent: 111 Number Returned: 43 Analysis: Favorable 0 Unfavorable 22 No Opinion 21
09/12/2011	Petition received. Number of signatures: 571 Concerns expressed: Congressional Inquiry received: No Concerns expressed:
08/23/2011	Proposal and checklist sent to district for review.
08/23/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
08/23/2011	Proposal and invitation for comments posted and round-dated.
11/02/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable 0 Unfavorable 367 No Opinion 0 367
None	Premature PRC appeal received. Concerns expressed:
11/04/2011	Updated PS Form 4920 completed (if necessary). Certification of the official record. District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations. Headquarters logged in official record (option entry). Record returned to district for additional consideration. Record returned as not warranted. Final determination posted at affected office(s) and round-dated. Final determination removed and round-dated. Postal Bulletin Post Office Change Announcement form sent to Headquarters. No appeals letter received from Headquarters. Appeal to PRC received. PRC opinion received on appeal: Affirmed: Remanded: USPS Withdrawn: Address management systems notified to updated AMS report. Discontinuance announced in Postal Bulletin No.: Effective date:

Review Coordinator/person most familiar with the case:

ALLISON RIZAN Name/Title	(972) 393-6485 Telephone Number
ALLISON RIZAN District Post Office Review Coordinator	(972) 393-6485 Telephone Number

Ref 9.14



12/05/2011

DISTRICT MANAGER
951 W BETHEL RD
COPELL, TX 75099-9998

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination- JONESVILLE

The final determination to discontinue the subject Post Office is enclosed, along with a Postal Bulletin announcement form to be completed and returned to this office through the district.

Please provide public notice by prominently posting a copy of the final determination in the appropriate Post Office. Make a copy of the completed record available for public inspection during normal working hours at the Post Office during the mandatory 30-day posting period. Please note that the first day of the actual 30-day posting period begins at day "zero".

POSTAL BULLETIN – POST OFFICE CHANGE ANNOUNCEMENT

Complete the enclosed Postal Bulletin Post Office Change Announcement form in its entirety and send it to this office (in triplicate) on the day the final determination is removed. One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management. Please note that Headquarters Address Management will not announce any Post Office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

APPEAL

Providing there are no appeals to the Postal Rate Commission, the office will be officially discontinued the first Saturday that falls 60 days after posting the final determination. If the final determination is appealed, we will furnish you with appropriate instructions. Please contact this office if a different date is needed for the official discontinuance. It must be noted, however, that the law prohibits discontinuance sooner than 60 days after the date the final determination was posted.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System (AMS) unit to make sure that the AMS database is updated according to existing Headquarters Address Management instructions. That request, however, shall not be made until this office has notified you in writing that no appeals are pending.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination postings must be added to the record at the end of the 30-day public posting period. Do not send them to Headquarters. The official record should be archived at the district by the Post Office discontinuance coordinator after the appeal decision is rendered and/or the Post Office change announcement has appeared in the Postal Bulletin.

If you have any questions, please contact Rich Rudez at (202) 268-5062.

Thank you for your assistance.

A handwritten signature in black ink, appearing to read "Dean J. Granholm".

Dean J Granholm
Vice President Delivery and Post Office Operations

Enclosure: (2)

cc:
Vice President, Area Operations, SOUTHWEST Area

57. **Concern:**

When were Jonesville residents supposed to be informed of that rational? It is very obvious to me and other residents who have begun sharing their District letter content that "form" answers were inserted into letters and that such categorical responses were most likely the best or closest answer to a resident's question or comment, but inappropriate answers nonetheless. The response letters I have read have made me question if District officials actually read the comments or if enough time was devoted to trying to find a USPS approved yet appropriate answer that coincided with the specific comment or concern? Surely USPS must have a standard of care for interpreting and responding to comments other than to submit unqualified categorical answers which do not truly answer the specific question or concern rendered by a resident respondent. This concern has added to the frustration surrounding the overall discontinuance feasibility study. Please do not think that this letter serves as an accusation against you. Frank Richards signed those letters. Frank Richards recommended discontinuance for Jonesville Post Office on the basis of insufficient, incomplete, and untruthful descriptions of our community. It is unfortunate, but the facts speak louder than words. Allison, I again want to reiterate that this letter is not intended to place unnecessary burdens on you or to ruthlessly criticize you or the work you are doing. You have told me and you have told Jonesville residents that the final decision to discontinue our Post Office has not been made. I have not observed you doing anything other than trying to exert extreme care in handling a true evaluation of our community, our need for a Post Office and a fair assessment about our Post Office. There is an older business expression and a little bit of wisdom called the "Peter Principle". The "Peter Principle" basically states that sooner or later, every person reaches a higher level of incompetence. Perhaps that is why/how Jonesville was so misrepresented and characterized in such shallow depth in the USPS public report. The facts seem to suggest that the Area Manager and District Manager may have made up their minds prior to fulfilling the required preliminary research about this community. It also seems likely that the Area and District Managers failed to make prompt and adequate attempts to improve the overall Post Office performance in terms of vacancy replacement, adjustment in the hours of operation to compensate for low workload, and continuation of the very (sic) documented trend of positive revenue production at our small rural Post Office. My only other suggestion to the District at this time is to insure that any responses sent to Jonesville residents be appropriate and clear. Confusion has clouded this discontinuance process. Best wishes for completion of a fair, truthful, and appropriate evaluation. Respectfully submitted, Lelia Vaughan Lelia Vaughan P.O. Box 129 Jonesville, Texas 75659 903-687-3403 leliabwb@shrev.net

Response:

MARKETING LOGO November 3, 2011 Ms. Lelia Vaughan P.O. Box 129 Jonesville, Texas 75659 Dear Ms. Vaughan: This letter is in response to your letter dated September 12, 2011, addressed to Allison Rizan, District Discontinuance Coordinator. Your correspondence was forwarded to my office for response. We appreciate your correspondence. As previously stated, current economic conditions require that we review all postal operations for opportunities to streamline processes and provide service more efficiently. The reviews have a multi-level process and are ongoing, and no final decisions have been made. Information available to the public has been posted at the Jonesville Post Office. Requests for operational information may be properly submitted through the Freedom of Information act process. Your continued interest in our review process for the Jonesville Post Office is appreciated. All correspondence will be used to update data as necessary and will be included in the review. I am forwarding your correspondence to the appropriate office for inclusion in the review packet. Sincerely, Debora L. Ebera Manager, Consumer and Industry Contact 951 W. Bethel Rd. Coppell, TX 75099-9631 M:DLE:pe Ref: CA106733449

Some advantages of the proposal are:

1. The rural and contract carriers will provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. Customers opting for carrier service will not have to pay post office box fees.
5. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services will be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned. However in order to ensure regular and effective service, the ZIP code will change to 75692.

II. EFFECT ON COMMUNITY

Ref 9.16

Jonesville is an unincorporated community located in Harrison County. The community is administered politically by Harrison County. Police protection is provided by the Harrison County Sheriff Department, Marshall Texas. Fire protection is provided by the Waskom Fire Department and Marshall Fire Department. The community is comprised of 10% Farmers, 3% Rancher, 40% Oil and Gas Industry workers, 25% retirees, 2% Students, 10% small businesses, 2% students, 10% employed and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: T.C. Lindsey and Company, Waskom Fire and Safety, Frazier Farms, Circle C Oil Fields, Big Bluff Land Management, River 8 Farms, Caddo Farms, Arkla Tex Corrosion, Jac Dillard Farms, Rock Win Ranch, Van R Winn Proprietor. Oil and Gas Industry is the prominent business in this area. Organizations include Jonesville Foundation and Concord Cemetery Association. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Jonesville Post Office will be available at the Waskom Post Office. Government forms normally provided by the Post Office will also be available at the Waskom Post Office or by contacting your local government agency.

This Jonesville Post Office is not listed as a historic landmark.

The community name will be maintained for customer addressing, however the ZIP Code is expected to change.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customers expressed concern for loss of community identity.

Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the community name in addresses. However, to ensure effective and regular service, the ZIP Code will change.
2. **Concern:** Customers felt the loss of a Post Office would have a detrimental effect on the business community.

Response: Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.
3. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response: Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
4. **Concern:** Customers were concerned about growth in the community.

Response: The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
5. **Concern:** Customers were concerned about the loss of a gathering place and an information center.

Response: Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
6. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response: Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

Ref 9.17

7. **Concern:** Customer stated that the number of miles listed between the offices on the customer notification letter was incorrect.
- Response:** Information was taken from an internet mapping site. If this information is incorrect; the record will be changed to reflect the correct distance.
8. **Concern:** Customers felt the Post Office should remain open since they paid taxes.
- Response:** The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
9. **Concern:** Customer expressed a concern about leaving money in the mailbox.
- Response:** A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on February 29, 2008. Finally there are 1 PMR(s) assigned to this unit. The PMR(s) will be separated from the Postal Service if there is no open facility within commuting distance.

IV. ECONOMIC SAVINGS

The Postal Service estimates a ten year savings of \$ 226,471 with a breakdown as follows:

Building Maintenance	\$ 0
Utilities	\$ 9,472
Transportation	\$ 0
EAS Craft & Labor	\$ 254,288
Contracts	\$ 0
Rent	\$ 26,442
Relocation One-Time Cost	\$ 0
Total Ten Year Savings	\$ 226,471

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

Ref 9.18

VI. SUMMARY

This is the final determination to close the Jonesville, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Waskom Post Office, located five miles away.

The 1 PMR(s) assigned to this unit may be separated from the Postal Service. The mail volume has declined. Effective and regular service will continue to be provided by rural route service.

The Jonesville Post Office provided delivery and retail service to 111 PO Box or general delivery customers and no delivery route customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$ 226,471 over the next ten years. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Jonesville Post Office and Waskom Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Jonesville Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Jonesville Post Office and Waskom Post Office during normal office hours.



Dean J Granholm
Vice President of Delivery and Post Office Operations

12/06/2011
Date

Ref 9.19

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Jonesville, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Waskom Post Office, located five miles away.

The postmaster position became vacant when the postmaster retired on 02/29/2008. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons; Due to declining office workload, which may indicate that maintaining this facility is not warranted. Over the past several years, this office has experienced a steady decline in revenue and/or volume.

The Jonesville Post Office an EAS-11 provides retail service from 830 to 1300 - 1330 to 1600 Monday through Friday and 815 to 930 on Saturday. Revenue has seen a slight increase over the last several years. The revenue trend is as follows: FY 07 \$ 15,783, FY 08 \$ 17,781, FY 09 \$ 18,816, FY 10 \$ 25,120 and FY 11 \$ 26,379.

On August 27, 2011, representatives from the Postal Service were available at Jonesville Post Office, 2335 FM 134, Jonesville, Texas 75659 to answer questions and provide information to customers. 73 customer(s) attended the meeting.

On August 17, 2011, 111 questionnaires were distributed to delivery customers of the Jonesville Post Office. Questionnaires were also available over the counter for retail customers at the Jonesville Post Office. 43 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 0 favorable, 22 unfavorable, and 21 expressed no opinion. A petition supporting the retention of the Jonesville Post Office was received on September 12, 2011, with 571 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Waskom Post Office, an EAS-18 level office. Window service hours at the Waskom Post Office are from 900 to 1600, Monday through Friday, and closed on Saturday.

The proposal to close the Jonesville Post Office was posted with an invitation for comment at the Jonesville Post Office and Waskom Post Office from August 23, 2011 to October 24, 2011. The following postal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customer expressed a concern about mailbox vandalism.
Response: This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Customers should report mailbox vandalism to the county sheriff.
2. **Concern:** Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.
Response: The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.
3. **Concern:** Customer suggested reducing/alternating the number of hours the post office operates.
Response: Hours are determined by the workload at the post office.
4. **Concern:** Customers asked why their Post Office was being discontinued while others were retained.
Response: Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
5. **Concern:** Customers expressed concern about having to erect a rural mailbox.
Response: Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.
6. **Concern:** Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.
Response: The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.
7. **Concern:** Customers expressed concern over a postal representative not being customer oriented.

Analysis of 60-Day Posting Comments

Ref 9.20

Number of comments returned

Total questionnaires distributed	367
Favorable comments	0
Unfavorable comments	367
No opinion expressed	0
Total comments returned	367

Postal Concerns

The following postal concerns were expressed

Concern (UnFavorable):

CA106723629 USPS District Manager of Consumer Affairs October 8, 2011 Crime is a real threat to the residents of Jonesville. Since we first started trying to prove to you the need for our Jonesville Post Office, neighbors have had air conditioners stolen, cars broken into, intruders/burglars outside/inside their homes, drug addicts and dealers cruising country roads looking for easy money to support their bad habits. Harrison County Sheriff Department has had many thefts, burglaries, and crimes in general reported in eastern Harrison County. The local paper has a daily crime report, and if you have any doubts just read the reports. It simply is not safe to have checks, important documents that reveal identity or social security information, or any important mail put into boxes on the street. Participants at the community meeting shared those concerns with you. Those concerns are real and theft is a significant concern in Jonesville. Driving to another post office is not financially efficient for residents. Additional driving time takes more time away from work and important task at home. Extra driving distance wears out our vehicles sooner. Some residents drive from 8 to 10 miles to our post office because it is the best way for safe delivery of mail. Adding 10 more miles a day to that would increase costs considerably. (Sic) We would have to buy more gas, spend more time driving, and suffer as a result. We've suffered enough as it is. If the postal service is in such deficit, why not target the cause of the deficit rather than target the rural post offices that are showing increased revenue like ours? You should be proud of our post office rather than trying to close it. How many post offices have shown an increase in revenue the past three years? If workload is the reason for discontinuing our post office, why don't you reduce the hours of operation? The community meeting officials stated that adjustments had to be made to counteract the deficit and that rural post offices had to be discontinued because of workload. Would it really improve anything to change Jonesville's mail delivery to rural route delivery through Waskom? Look at the cost of rural delivery. Aren't those carriers paid more than our postal clerk? Aren't those carriers paid some type of per diem per rural mail box? Won't Waskom Post Office have to handle more mail which will cost more time and money to handle such an increase in mail volume? How in the world can closing Jonesville's Post Office reduce (Sic) USPS expenditures while increasing Waskom Post Office's expenses? The proposal does not make any credible sense. Our community knows about the Lessor executing a renegotiated lease for 50 percent reduction in lease rent amount. Continuance of Jonesville Post Office and 50 percent reduction in lease fees would not negatively impact USPS, but would sustain a successful small rural post office. Please continue Jonesville Post Office 75659 without further delay. Joan Lindsay P.O. Box 203 Jonesville, Texas 75659

Response:

MARKETING LOGO November 2, 2011 Ms. Joan Lindsay P.O. Box 203 Jonesville, Texas 75659 Dear Ms. Lindsay: This letter is in response to your three items of correspondence, sent to the Manager of Consumer Affairs, dated October 5, 2011, October 6, 2011, and October 8, 2011. Your interest in our review process for the Jonesville Post Office is appreciated. Information and data received prior to October 24, 2011, continues to be accepted and included in the review packet. I am forwarding your correspondence to the appropriate office for inclusion in this review packet. Information available to the public has been posted at the Jonesville Post Office. Requests for operational information may be properly submitted through the Freedom of Information act process. If we may be of any additional assistance in this matter, please do not hesitate to contact the Consumer Affairs office. Sincerely, Debora L. Ebarra Manager, Consumer and Industry Contact 951 W. Bethel Rd, Coppell, TX 75099-9631 M:DLE:pe Ref: CA106723629

Concern (UnFavorable):

CA106723736 USPS District Manager of Consumer Affairs October 8, 2011 Crime is a real threat to the residents of Jonesville. Since we first started trying to prove to you the need for our Jonesville Post Office, neighbors have had air conditioners stolen, cars broken into, intruders/burglars outside/inside their homes, drug addicts and dealers cruising country roads looking for easy money to support their bad habits. Harrison County Sheriff Department has had many thefts, burglaries, and crimes in general reported in eastern Harrison County. The local paper has a daily crime report, and if you have any doubts just read the reports. It simply is not safe to have checks, important documents that reveal identity or social security information, or any important mail put into boxes on the street. Participants at the community meeting shared those concerns with you. Those concerns are real and theft is a significant concern in Jonesville. Driving to another post office is not financially efficient for residents. Additional driving time takes more time away from work and important task at home. Extra driving distance wears out our vehicles sooner. Some residents drive from 8 to 10 miles to our post office because it is the best way for safe delivery of mail. Adding 10 more miles a day to that would increase costs considerably. (Sic) We would have to buy more gas, spend more time driving, and suffer as a result. We've suffered enough as it is. If the postal service is in such deficit, why not target the cause of the deficit rather than target the rural post offices that are showing increased revenue like ours? You should be proud of our post office rather than trying to close it. How many post offices have shown an increase in revenue the past three years? If workload is the reason for discontinuing our post office, why don't you reduce the hours of operation? The community meeting officials stated that adjustments had to be made to counteract the deficit and that rural post offices had to be discontinued because of workload. Would it really improve anything to change Jonesville's mail delivery to rural route delivery through Waskom? Look at the cost of rural delivery. Aren't those carriers paid more than our postal clerk? Aren't those carriers paid some type of per diem per rural mail box? Won't Waskom Post Office have to handle more mail which will cost more time and money to handle such an increase in mail volume? How in the world can closing Jonesville's Post Office reduce (Sic) USPS expenditures while increasing Waskom Post Office's expenses? The proposal does not make any credible sense. Our community knows about the Lessor executing a renegotiated lease for 50 percent reduction in lease rent amount. Continuance of Jonesville Post Office and 50 percent reduction in lease fees would not negatively impact USPS, but would sustain a successful small rural post office. Please continue Jonesville Post Office 75659 without further delay. Heather Faircloth P.O. Box 21 Jonesville, Texas 75659

Response:

MARKETING LOGO November 2, 2011 Mr. Heather Faircloth P.O. Box 21 Jonesville, Texas 75659 Dear Ms. Faircloth: This letter is in response to your recent correspondence, sent to the Manager of Consumer Affairs, dated October 10, 2011. Your interest in our review process for the Jonesville Post Office is appreciated. Information and data received prior to October 24, 2011, continues to be accepted and included in the review packet. I am forwarding your correspondence to the appropriate office for inclusion in this review packet. Information available to the public has been posted at the Jonesville Post Office. Requests for operational information may be properly submitted through the Freedom of Information act process. If we may be of any additional assistance in this matter, please do not hesitate to contact the Consumer Affairs office. Sincerely, Debora L. Ebarra Manager, Consumer and Industry Contact 951 W. Bethel Rd, Coppell, TX 75099-9631 M:DLE:pe Ref: CA106723736

Concern (UnFavorable):

CA106725376 USPS District Manager of Consumer Affairs October 8, 2011 Crime is a real threat to the residents of Jonesville. Since we first started trying to prove to you the need for our Jonesville Post Office, neighbors have had air conditioners stolen, cars broken into, intruders/burglars outside/inside their homes, drug addicts and dealers cruising country roads looking for easy money to support their bad habits. Harrison County Sheriff Department has had many thefts, burglaries, and crimes in general reported in eastern Harrison County. The local paper has a daily crime report, and if you have any doubts just read the reports. It simply is not safe to have checks, important documents that reveal identity or social security information, or any important mail put into boxes on the street. Participants at the community meeting shared those concerns with you. Those concerns are real and theft is a significant concern in Jonesville. Driving to another post office is not financially efficient for residents. Additional driving time takes more time away from work and important task at home. Extra driving distance wears out our vehicles sooner. Some residents drive from 8 to 10 miles to our post office because it is the best way for safe delivery of mail. Adding 10 more miles a day to that would increase costs considerably. (Sic) We would have to

Ref 10.1

Additional Comments: "Postal Service Customer Questionnaire"
JONESVILLE, TEXAS POST OFFICE 75659

I, Lelia Vaughan, herein submit additional comments for my "Postal Service Customer Questionnaire" received in P. O. Box 129, Jonesville, Texas 75659 on August 22, 2011 with a letter of notification from the District Discontinuance Coordinator of Dallas PFC in Coppell, Texas and in which letter notice was given for a meeting on Saturday, August 27, 2011 at 2:30 pm at the Jonesville Post Office. The questionnaire and notification letter were received five days before the scheduled meeting.

Question 3. "Do you ever use any of the following alternative methods to conduct business with the Postal Service?"

Post Office in the vicinity of where you work or shop" - Several Jonesville residents expressed concern and confusion about this question since they live, work, and shop in Jonesville and do not patronize any other post office. Keep in mind that these are rural residents who are not used to answering such questions. If USPS wanted to know if they went to other post offices and had simply asked "Do you go to other post offices to buy stamps, mail letters, or purchase money orders, etc," residents confused by the questionnaire would have possibly had better understanding of the question.

Question 4. "Do you currently use local businesses in the community?"

Respondents could only answer "YES" to this question...otherwise they would not have been given a questionnaire in the first place. They go get their mail at Jonesville Post Office which is a postal service business. A "Yes" answer automatically required respondents to answer Question 5.

Question 5. "...would you continue to use these businesses if the Jonesville Post Office is discontinued?" Residents go to the post office for personal and business reasons such as bill payment, retrieval of bills, mailing of income tax returns, etc.! If the Jonesville Post Office 75659 is discontinued, how could residents use postal service business in Jonesville? I suspect that USPS wanted to know if residents would continue to patronize non-postal service businesses in Jonesville and the possible impact on other businesses should the post office be discontinued. With that in mind, the USPS questionnaire did not define "business." If the Jonesville Post Office is discontinued, every business in the community will be impacted. The impacts on business could be very serious if driving to another post office is required and/or if rural delivery subjects incoming and outgoing financial documents and payments to unsafe, insecure, and unattended placement of mail. The same would be true of residents mail delivery options.

Negative Impacts: **Driving time**, distance, and financial costs for having to drive to another community would significantly impact businesses and residents in Jonesville. As an example, if a Jonesville resident lives or business is next door to the post office, a ten mile roundtrip drive to Waskom Post Office for mail retrieval would entail, at a minimum, twenty minutes if the post office parking lot had parking space, if the

Ref 10.1
P2

transaction required is just unlocking the P. O. box, if traffic does not impede continuance, and if the driver adheres to the speed limits. Twenty minutes driven five days a week for 52 weeks in the year would result in 5,200 minutes each year being required for retrieval of mail. Eighty-Six+ (86.66) hours away from the job site would be required each year and would significantly impact the daily work schedule for the person/employee going to get the mail. If the employee could accomplish the task in five or ten minutes compared to driving 10 miles roundtrip, the work schedule would not be as impacted.

Distance: Driving distance is another negative impact on businesses. Consider the same scenario as above. A business that had to drive 10 roundtrip miles for mail retrieval each work day would require 2600 miles to be driven. Company vehicles or reimbursements to employees for use of their personal vehicles to accomplish mail retrieval/postal service would create additional expenditures on those businesses. Such additional expenses would negatively impact those companies such as T. C. Lindsey Store, Caddo Country Mini-Farms, TGGT, etc. Additional mileage required of company/employee vehicles would result in mileage related maintenance costs that would occur sooner and therefore reduce the useful life of those vehicles as opposed to having to drive/walk to the Jonesville Post Office which is already in such company's budgeting.

Fuel costs: Additional miles would impose additional needs for fuel. I don't think I need to explain that to you, but the greater the distance required, the greater the financial impact on businesses and residents.

6. "Do you currently use businesses in nearby communities?"

The only real answer for most residents is "YES" because even though we have two physicians living in Jonesville, their practices are elsewhere. Similarly, Jonesville does not have a Wal-Mart or major grocery store. I suspect that USPS wanted to find out if Jonesville residents regularly drive to Shreveport, Waskom, Karnack, or Marshall to shop, eat, get medical treatment or whatever. If USPS wanted to know where people do business, I do not think that information is useful or appropriate on a postal service questionnaire of this nature. It seems that those postal employees who designed the questionnaire were really trying to achieve a highly desired answer of "Yes" which could be erroneously used to say Jonesville residents could easily drive to another community to a post office since they drive other places. As previously reported to USPS, such questions are biased in nature and can severely "skew" results. I strongly oppose such questions being given to rural residents. It is unfair and disrespectful to have such "trick" questions which can/do lure desired answers and which answers can/do fulfill purposes of the questionnaire designer rather than the truthful facts in our potential discontinuance circumstance.

7. "Do you have means of transportation available to get to another Post Office in the vicinity?" Some residents may not have transportation. Some of course do because you witnessed a number of vehicles in the Jonesville Post Office 75659 parking lot on August 27, 2011. Some senior citizens drive to Jonesville Post Office, but forcing them to drive the additional distance described in Question 5. above could create

significant driving stress on them as they age. There is a big difference between driving a short distance along a familiar roadway with less traffic than driving a greater distance along a less used road that has much more traffic. Why was this question asked of residents? It would have made much more sense had USPS just asked "Will you go to Waskom Post Office to get your mail if Jonesville Post Office is discontinued?" The answer to my suggested question would have possibly given you more useful information. I will not drive to Waskom Post Office for any reason. If Jonesville Post Office is discontinued, the USPS will lose much of my business. I highly suspect that other Jonesville residents will be just as resistant.

8. "How do you currently receive your mail?"

Why was this question asked? You sent the questionnaires only to post office rental box customers. Did you send the questionnaire to residents who get their mail some other way? Did you provide questionnaires to non-Jonesville residents who prefer to do business at Jonesville Post Office 75659 rather than at their own local post office in this area?

9. "Are you concerned about rural delivery of your mail should that be the only choice given?" Why wasn't that question asked? Yes, I am very concerned about the safety and security of mail delivery to a rural mail box at the road should I have to use that option. I receive multiple checks each week. My last name is associated with where I live, with property I own in the Jonesville area, and with my businesses. My land ownership is public record due to Harrison County Appraisal District listings online. Need I say more. Sheriff McCool's office emailed the 75659 burglary report for the last 6 months. There were 5 burglaries in Jonesville during that short amount of time. If burglars break into homes, why would it not be easy for such criminals to wait for rural delivery, quickly snatch the checks, and hit the road. My life could easily be threatened and at risk should such criminal have knowledge of delivery time and place that coincides with my residence. You should have asked a question about this since you most likely already know that a concern exists.

I have submitted comments in good faith as a result of the training and experience I've gained through education and work. Residents of Jonesville come from a variety of socio-economic backgrounds. Jonesville is comprised of some professionals, some unemployed, some retirees, some laborers, some government employees, some self-employed, some philanthropists, some with advanced degrees, some with little or no education, some commuters, some home-based business owners, etc. Truck driver, company manager, farmer, trustee, carpenter, oil field worker, supervisor, stay at home mom, disabled, senior citizen, single, divorced, separated, widow/widower, school children, young, old, interested, disinterested, educator, clerk.....unique citizens of this small rural community that are devoted to Jonesville Post Office 75659. Jonesville is not a standardized community by any means. History, culture, ethnic background, family size, finance, education, job orientation, driving time from home to post office.....variations which deserve special consideration and continuance of the central place we all go....Jonesville Post Office 75659.



Ref 10.2

09/09/2011

LELIA VAUGHAN

P.O. BOX 129
JONESVILLE, TX 75659

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Jonesville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

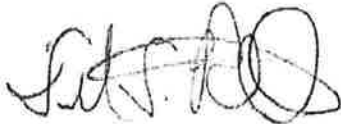
In response to your letter:

- You stated that a month's notice of the impending suspension was not provided and that questionnaires should have been sent earlier. A suspension is a temporary situation, and the Post Office has not been officially closed. The questionnaire assists the Postal Service in evaluating the postal needs and concerns of the community. Once the questionnaires are returned and evaluated the Postal Service can formally propose a permanent alternate form of service suited to the needs of the community. Any customer who has comments or concerns to express may convey them to the contact listed in this letter.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster, window operations will be monitored to ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the Post Office for service.
- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.
- You expressed concern over a postal representative not being customer oriented. The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
- You expressed a concern about how the loss of the Post Office would negatively impact the historical dimension of the community. The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.

If it is determined that a discontinuance of the Jonesville Post Office should be pursued, a formal proposal will be posted in the Waskom Post Office and Jonesville Post Office at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,



FRANK RICHARDS
Manager, Post Office Operations
951 W Bethel Rd
Coppell, TX, 75099-9998

Ref 10.2
P2

August 21, 2011

Ref 10.3

To: Linda J. Welch, Vice President of Area Operations
Patrick Donhoe, United States Postmaster General
Ruth Y. Goldway, Chairman Postal Regulatory Commission
Tracy Ferguson, Consumer Public Advocate, Postal Regulatory Commission
Representative Louie Gohmert, United States House of Representatives
Senator Kay Bailey Hutchison, United States Senate
Senator John Cornyn, United States Senate
Governor Rick Perry, Governor of the State of Texas

From: Dr. Lelia Vaughan, resident of Jonesville, Texas 75659

Re: Discontinuance Study of Jonesville Post Office 75659

Dear Honorable Officials,

As of today, August 21, 2011, **some residents and business post office patrons have not** yet received a notification letter from Frank Richards the District Manager of Post Office Operations about a United States Postal Service "discontinuance feasibility study of facility operations at the Jonesville Post Office into the Waskom Post Office" **nor have all residents received a USPS questionnaire.** I received my letter and questionnaire on Friday, August 20th. The District Manager of Operations's letter to me stated:

"a community meeting will be held to explain the study findings and to address community concerns. Postal representatives will be at the Jonesville Post Office, 2334 FM 134, Jonesville Texas 75659 on 08/27/2011 from 2:30pm to 3:30pm to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time." (typographical errors removed for clarity)

First, if community residents have not received notification of such a meeting, how could such a community meeting represent a full community meeting? Giving short notice does not seem appropriate or fair given the circumstances and negative impact discontinuance could have on the Jonesville community as a whole. Even if other residents receive their questionnaire and notice of the meeting in tomorrow's mail, that gives short notice. Delay in notification seems inappropriate if a well planned feasibility study is truly being conducted.

Secondly, Frank Richard's notification letter stated that the "meeting will be held to explain the study findings." If the study is currently being conducted and if Jonesville residents have not yet been given an opportunity to comment or reply to the USPS questionnaire, how can a discussion of "study findings" be given? Has the study already been completed? Have the authorized postal service officials responsible for gathering truthful information and interpreting data already made a conclusion and

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decision? It seems obviously unethical for a decision to have been made prior to granting those most impacted by such decision to have an opportunity to comment or ask questions. I will attach copies of the notification letter I received for your review.

Third the letter from Frank Richards indicated that Jonesville Post Office box renters would have only two options should the decision be made to discontinue our 164 years of service post office. He stated:

"If a decision is ultimately made to discontinue the Jonesville Post Office and you are a Post Office Box customer, you will have the option of Post Office Box delivery at the Waskom Post Office, or you may receive carrier delivery at your residence."

Honorable Officials, in order for Jonesville residents to drive to Waskom, Texas, a minimum of 10 miles roundtrip would be required. My drive would be only that amount because I live across the road from Jonesville Post Office 75659, but we are a rural community and others would have to drive much further distances. In this harsh time of the nation's economy, imposing such a drive on Jonesville residents would cost not only cost time taken away from daily work and home schedules, but also additional expenditures for fuel. I will not drive to Waskom. Other Jonesville residents have told me they would not drive to Waskom.

I have previously reported to the District that residents have serious concerns about rural delivery at the street. According to a report I recently read about rural crime, Harrison County's rural crime and vandalism exceed the state average. The Marshall News Messenger lists daily crime reports for the county. Just last week, a resident not far from the post office had an attempted burglary. Week before last Jonesville residents along Concord Road had their air conditioners stolen. Last week another resident had trespassers outside his home during the night near Coleman Road. Many of us receive checks in the mail which is why we prefer having a secure Post Office box for such deliveries. How much expense will be involved in having rural delivery to Jonesville residents who live way beyond the current Jonesville Post Office building? It seems more efficient to continue delivery to our current facility.

Fourth, one of the United States Postal Service postmasters in Jonesville pushed to have a newer building in the 80's that would have more space. My family responded and built such a post office facility right next door to where the post office had been housed in the country store. My family did not request a new building, nor were we in need of additional P. O. boxes at that time. The United States Postal Service postmaster, Reba Nolan (Burkhalter) made that request. The building was constructed to postal service specifications. If our Jonesville Post Office is discontinued, what will happen to that facility? Will it be yet another environmental impact and wasted space? Last week the lessor (The Jonesville Museum, whose facility was destroyed in the 2010 tornado that ripped through Jonesville) offered to greatly reduce the lease rental fee, but the USPS lease rental agent didn't seem interested in lowering expenses. I thought the United States Postal Service was having financial difficulty?

Fifth, as soon as I heard the news about the many small and rural post offices across p 3 the country being considered for closure, I researched ways to prevent the loss of our rural post office. Our community has had a trading post (now general store) and United States Post Office since 1847. We had a post office before Waskom had a post office. I sent letters requesting that Jonesville, Texas 75659 be protected forever from community identity loss. I sent letters of concern to Frank Richards, Allison Rizan, Linda Welch, Deborah Ebera, Ruth Goldway, Tracy Ferguson, Dallas District Manager (could not determine the name associated with that title), District Manager of Customer Service and Sales (could not ascertain the name associated with that title), and Postmaster General Patrick Donahoe. When I didn't receive any responses, I immediately sent additional letters with certified mail/return receipt requested to some of those same officials in the United States Postal Service. Thus far, I have only received one confirmation signature that my letter was received and processed properly. I have not received replies to my request for responses at all other than from Ruth Goldway's assistant who supplied Deborah Ebera's mailing address. Why have the other letters not been acknowledged. Perhaps I will receive written replies and signature confirmation next week, but I am concerned that perhaps my letters have not been handled properly on the receiving end???

Sixth, I am very concerned about the official USPS questionnaire which was supposedly distributed to all residents. As stated before, the notification letter and questionnaire has not been received by all residents and businesses with post office boxes. I am concerned because I have considerable background experience with research, statistics, and evaluation. It is very easy to structure questions in such way as to achieve a particularly desired response from respondents. I don't know who designed this questionnaire. I don't know the background of the person who was given that responsibility. I'm not sure about the credentials and expertise granted to those who will interpret results. I do know that the questions are confusing, potentially biased in format, and possibly could render skewed interpretations and results. Each and every question that appears on such an instrument should have a definite reason. Some questions seem inappropriate. Some questions are condemning in nature and could easily be labeled "trick questions." If respondents are not given proper selection alternatives on objective questions, the data may not truthfully convey facts. In such cases, interpretation could easily be subjective rather than factual. I hope USPS strongly objects to biased questionnaires and untrained/unqualified evaluators making judgments about discontinuance. I also hope that decisions about discontinuance will be based on the **current** Jonesville Texas Post Office 75659 status, improvement, and **current** financial statement rather than the past difficult times during which most post offices suffered decline. One would think that USPS would want to grant postal patrons ample opportunity and time to submit questions, comments, and concerns. I have attached the questionnaire for your review.

Seventh, United States Senator Jerry Moran sent a letter to Postmaster General Donahoe on August 10, 2011 in which he offered support for continuing small rural post office when he stated "it is to my understanding that the Postal Regulatory Commission has found that maintaining rural post offices only amounts to 0.7% of the USPS's total

budget.” Senator Moran further questioned “If these communities do lose access to their post office, I would like to know how the resulting savings would ultimately impact the Postal Service’s financial crisis.....reducing service to these communities will significantly impact rural citizens with little benefit to the Postal Service’s bottom line.” He is most likely very correct.

A very practical solution exists for Jonesville Post Office 75659.

1. Decide to keep it open.
2. Accept lease rental reduction in fees from the lessor (Kim Vaughan Scrivener, manager of The Jonesville Museum).
3. Reduce the hours of operation daily.
4. Eliminate Saturday lobby service and delivery.
5. Raise post office box rental fees.
6. Avoid hardships of fuel costs and driving time for Jonesville residents and the rural carriers.
7. Avoid USPS additional expense for rural delivery to the residents of Jonesville....those who live beyond sight of Jonesville Post Office and further down the roads of our community.
8. Use large parcel delivery services such as UPS and Fed Ex in lieu of USPS competing with those well established delivery companies.
9. Avoid customer dissatisfaction with the United States Postal Service.

The discontinuance of small rural post offices could greatly lessen the degree of United States Postal Service use by rural residents. Jonesville residents want to keep their post office, their Jonesville, Texas 75659 identity, and their community’s identity. We have collected many resident’s signatures on a petition which will substantiate our preference. Many have stated they will not patronize Waskom’s Post Office. Do what is right. Keep Jonesville Post Office open and postal patrons continuing to support the United States Postal Service. If you lose more customers to online and web service, how will you be helped?

Respectfully,

Dr. Lelia Vaughan
P. O. Box 129
Jonesville TX 75659
903 687-3403



Ref 10.4

October 12, 2011

Dr. Lelia Vaughan
P.O. Box 129
Jonesville, TX 75659-0219

Dear Dr. Vaughan:

Your recent correspondence, addressed to numerous officials, including Mr. Patrick Donahoe, United States Postmaster General, has been forwarded to my office for response. Thank you for the opportunity to respond to your correspondence dated August 21, 2011, which included data you believe is pertinent to the Jonesville Post Office review.

In your letter you stated that some postal customers had not received a notification letter concerning the study. Only customers with a Jonesville, TX, delivery address receive this notification; therefore, members of a community with a mailing address serviced by another city or office will not receive this notification.

I apologize that you were given the impression that the meeting was to explain the study findings. We are currently only compiling data and comments from customers for the review process. This information will be used to correct any errors, supply additional information, and, in the Jonesville Post Office case, review any offers made for lease reduction.

Your continued interest in our review process for the Jonesville Post Office is appreciated. I am forwarding your letter and attachments to the appropriate office for inclusion in the review packet.

Again, thank you for providing this information. Please do not hesitate to contact my office if I may be of any additional assistance.

Sincerely,


fop Timothy J. Vierling
District Manager (A)

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Ref 11

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USPS Announce Public Meetings for Proposed Post Office Closings In 3 States

August 28, 2011 by [Lu](#)

Filed under: [post office closings](#), [postal](#), [postal news](#), [press releases](#), [usps](#)

The following is a combination of press releases from USPS announcing scheduled public meetings for proposed post office closings in Texas, Arkansas and Oklahoma.

From USPS:

A review of business activities of the Post Office at this location revealed that the office workload has declined. This reduced workload suggests the maintenance of an independent Post Office here may no longer be warranted.

As more customers choose to conduct their postal business online, on their smart phones and at their favorite shopping destinations, the need for the U.S. Postal Service to maintain its nearly 32,000 retail offices — the largest retail network in the country — diminishes.

The Postal Service announced July 26 that it will be taking the next step in right-sizing its expansive retail network by conducting studies of approximately 3,700 retail offices to determine customer needs. As part of this effort, the Postal Service also introduced a retail-replacement option for affected communities around the nation.

"Today, more than 35 percent of the Postal Service's retail revenue comes from expanded access locations such as grocery stores, drug stores, office supply stores, retail chains, self-service kiosks, ATMs and usps.com, open 24/7," said Postmaster General Patrick Donahoe. "Our customer's habits have made it clear that they no longer require a physical post office to conduct most of their postal business."

For communities currently without a postal retail office and for communities affected by these retail optimization efforts, the Postal Service introduced the Village Post Office as a potential replacement option. Village Post Offices would be operated by local businesses, such as pharmacies, grocery stores and other appropriate retailers, and would offer popular postal products and services such as stamps and flat-rate packaging.

"By working with third-party retailers, we're creating easier, more convenient access to our products and services when and where our customers want them," Donahoe said. "The Village Post Office will offer another way for us to meet our customers' needs."

With 32,000 postal retail offices and more than 70,000 third-party retailers — Approved Postal Providers — selling postage stamps and providing expanded access to other postal products and services, customers today have about 100,000 locations across the nation where they can do business with the Postal Service.

"The Postal Service of the future will be smaller, leaner and more competitive and it will continue to drive commerce, serve communities and deliver value," Donahoe added.

The list of offices being studied and additional information can be found at <http://about.usps.com/news/electronic-press-kits/expandedaccess/welcome.htm>.

The U.S. Postal Service will hold a public meeting to discuss its proposal to make possible changes in the way postal services are provided in the following post offices:

ARKANSAS

ALLEENE, AR –Aug 30, at 5:30 pm, at the Alleene Community Center, 151 Little River 134.

MENIFEE, AR –Aug. 30 at 5:30 pm, Meniffee City Hall, 68 N Mustang St.
 BEIRNE, AR –Aug 31, at 5:30 pm, Beime Baptist Church, 24 Beime Mill Lp.
 JERUSALEM, AR –Sept. 1, at 5:30 pm, Jerusalem Community Bldg., 23 School House Rd.
 GREGORY, AR –The U.S. Postal Service held a public meeting in Gregory August 24.

<http://about.usps.com/news/electronic-press-kits/expandedaccess/states/arkansas.htm>

Any customer who wishes to submit comments in writing about this issue can send it to:
 Manager Consumer & Industry Affairs
 USPS Arkansas District
 420 Natural Resources Dr
 Little Rock, AR 72205-9631

Oklahoma

ADAMS, OK –Aug. 29, at 6 p.m., at the Hardesty School Auditorium, 321 SW 5th, Hardesty OK
 HARDESTY, OK –Aug. 29, at 6 p.m., at the Hardesty School Auditorium, 321 SW 5th, Hardesty OK

<http://about.usps.com/news/electronic-press-kits/expandedaccess/states/oklahoma.htm>

Anyone who wishes to submit comments in writing can send them to:

Manager, Consumer & Industry Contact
 USPS Fort Worth District
 4600 Mark IV Parkway
 Fort Worth, TX 76161-9631

West Virginia -

Western PA District Manager Charles P. McCreadie, Senior Plant Manager Jeffrey L. Bergen, and Western PA District operations staff will give an overview and listen to community input regarding a proposal to move remaining mail processing operations from the Wheeling WV Post Office into the Pittsburgh Processing and Distribution Center on Wednesday, August 31, 2011, 7 p.m. to 9 p.m. (The two-hour meeting will end promptly at 9 p.m.) at
 Wheeling Park High School Auditorium
 1976 Park View Road
 Wheeling, WV 26003

Texas

Customers will have an opportunity to meet with a Postal Service representative to discuss alternatives

BYNUM, TX – Aug. 29, at 6 p.m., at the Bynum ISD Cafeteria, 704 Toliver.
 LEESVILLE, TX –Aug 30 at 6 p.m., at the Encouraging Word Church, 51 Country Rd. 121, in Leesville.
 ENERGY, TX –Aug. 30, at 6:20 pm, at the Energy Community Center, FM 2486/1702..
 BARSTOW, TX – Aug. 30, at 6 p.m., at the Community Center, 100 Concho.
 CONCEPCION, TX – Aug 31, at 5 p.m., at the Concepcion Post Office, 2239 FM 716.
 IRENE, TX – Aug 31, at 6:30 p.m., at the Irene Community Center, 119 First Street.
 LA SALLE, TX – Aug 31, at 6 p.m., at St. Theresa's Catholic Church, 4562 Country Rd
 COYANOSA, TX –Aug 31, at 6 p.m., at the Post Office, 2550 Hwy 1776, Coyanosa TX 79730.
 FORSAN, TX –Sept. 1, at 6 p.m., at the Forsan Baptist Church, 201 W Main..
 ENCINO, TX – Sept 1, at 5 p.m., at the Encino Post Office, 291 S Business Highway 281
 AQUILLA, TX –Sept. 1, at 6:30 p.m., at the Aquilla ISD Cafeteria, 404 N Richards.
 LA WARD, TX –Sept. 1, at 6 p.m., at the La Ward Fire Department, 14086 State Highway 172.
 DELMITA, TX –Sept. 2, at 5 p.m., at the Delmita Post Office, 124 Delmita Rd.
 KNOTT, TX –Sept. 2, at 6 p.m., at the Farmers Coop, 13100 N CR 9, in Knott.
 GRANDFALLS, TX – Sept 7, at 6 p.m., at the Library, 209 Ave D, Grandfalls, TX.
 FREDONIA, TX –Sept 10, at 2 p.m., at the Fredonia Scalehouse Café, 11020 RR 1222.

Anyone who wishes to submit comments in writing can send them to:

Manager Consumer & Industry Affairs
 USPS Rio Grande District
 1 Post Office Dr
 San Antonio, TX 78284-9631

USPS held public meetings for the following post offices in Texas earlier this month

Jonesville 75659- Aug. 27
 Kildare 75562- Aug. 27
 Marietta 75566 – Aug. 27
 Brandon 76628- Aug. 25
 Burlington 76519 -Aug. 26
 Fowlerton 78021- Aug. 22
 Hobson 78117- Aug. 23
 Hochheim 77967- Aug. 24
 Christine 78012- Aug. 16
 Fannin 77960- Aug. 17,
 Callham 78007 – Aug. 15

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